



COUNTY OF SAN DIEGO

**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ADULT PROTECTIVE SERVICES SUPERVISOR

Class No. 005239

■ CLASSIFICATION PURPOSE

Under direction, to plan and organize the work of an assigned unit within the Adult Protective Services Program; to supervise, consult, and train a unit of professional staff assigned to provide protective services for the elderly and/or disabled adults; to provide direct protective services when necessary; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This class is distinguished as being the first line supervisory level in the Adult Protective Services Specialist series. Incumbents are responsible for providing supervision, consultation, and training to a unit of professional and paraprofessional staff who provide protective services for the elderly and/or disabled adults. Positions in this class report to management and are allocated only to the Aging and Independence Services (AIS) Division of the Health and Human Services Agency. This class is distinguished from the Protective Services Supervisor in that the latter requires supervision of protective services staff involved in investigating child abuse. It is further distinguished from the Social Worker Supervisor in that the latter supervises the work of social workers involved in social and educational casework.

■ FUNCTIONS

**The examples of functions listed in the class specification are representative but not necessarily exhaustive or descriptive of any one position in the class. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Plans, schedules, directs, assigns, coordinates, reviews, and evaluates the work of professional, technical, and paraprofessional staff assigned to a unit of the Adult Protective Service Program; reviews on-going and completed work for timeliness, completeness, quality, and appropriateness.
2. Leads or conducts conferences with individuals or groups to explain, interpret, and discuss policies and procedures.
3. Trains Adult Protective Services staff on casework methods and techniques.
4. Monitors the work performed by unit staff for compliance with laws, codes, regulations, or AIS goals and objectives.
5. Conducts meetings with employees on an individual basis to discuss specific case problems and work performance issues; counsels and disciplines employees on work performance issues when necessary.
6. Consults with employees and makes or approves recommendations and decisions impacting the potential safety and well being of clients.
7. Makes administrative and procedural decisions regarding interventions and services to be rendered and recommends changes to the scope of services provided to clients.
8. Reviews and approves case narratives and documentation prepared and submitted by employees in order to authorize services for clients.
9. Requests assistance from law enforcement officials pertaining to the investigation and prosecution of persons suspected of abusing clients.
10. Performs outreach by making presentations and explaining adult protective services programs to members of community groups and the public.
11. Receives, reviews, and responds to complaints submitted by members of the public pertaining to services provided by the Adult Protective Services Program.

12. Networks, confers, and exchanges information with allied professionals, leaders and members of the community, representatives of health care agencies, representatives from law enforcement agencies, and other representatives from other agencies.
13. Researches and collects information, insight, and additional resources pertaining to cases involving the elderly and disabled adults.
14. May act in the absence of the Division Chief by assisting in planning, directing, and organizing the activities of several units within Aging and Independence Services.
15. Assists management in performing special projects such as developing programs, conducting organizational studies, analyzing legislation, and developing and revising policies and procedures.
16. Provides responsive, high quality service to managers, employees, representatives of outside agencies, and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### ■ KNOWLEDGE, SKILLS, AND ABILITIES

##### Knowledge of:

- Supervisory practices and procedures and training techniques including progressive discipline.
- Case management techniques and methods pertaining to elderly and dependant adult abuse investigations.
- Theories of human behavior, group dynamics and family centered counseling practices.
- Interviewing, investigation, intervention, and reporting techniques.
- Theories and principles pertaining to the aging process, substance abuse, family violence, cause and treatment of elder abuse, family dynamics, death and dying, crisis intervention, and mental health/illnesses.
- Needs and problems of elders and dependant/disabled adults from diverse socio-economic and cultural backgrounds.
- Local medical, health care, human and social services, and other local community resources and organizations.
- State laws and regulations governing elder and dependent adult abuse and public social service agencies concerning protective services.
- Basic operation and use of computers and software programs including databases, word processing, and electronic communications.
- The General Management System in principle and in practice.
- Telephone, office, and online etiquette.
- County customer service objectives and strategies.

##### Skills and Abilities to:

- Effectively supervise, train, and evaluate the work of a unit of employees assigned to perform adult protective services.
- Provide consultation service to protective services staff on client care.
- Monitor work completed by subordinates to ensure that critical timelines and deadlines are met.
- Establish priorities, organize workload, and manage caseloads effectively in order to meet critical deadlines.
- Analyze problems and make sound recommendations for outcomes of investigations.
- Assist clients and family members to reach consensus in order to avoid abusive situations.
- Manage stress and criticism while maintaining professional demeanor in difficult, conflicting situations.
- Exercise authority appropriately in a non-threatening but assertive manner.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Communicate effectively when speaking to individuals and groups.
- Communicate effectively in a clear and concise manner when preparing reports, case summaries, correspondence, and other written documents.
- Establish effective working relationships with management, employees, representatives from outside agencies, and members of the general public representing diverse cultures and backgrounds.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.

#### ■ EDUCATION/EXPERIENCE

Education, training and/or experience that demonstrate possession of the knowledge, skills and abilities stated above. Examples of qualifying education/experience are:

1. A bachelor's degree from an accredited college or university with at least 24 semester units in the behavioral sciences; AND four (4) years of experience responsible for independently performing complex and difficult social work assignments, two (2) years of which must have included performing protective services work in an agency comparable to the Health and Human Services Agency of the County of San Diego; OR

2. A master's degree from an accredited college or university in social work, gerontology, psychology, counseling or a closely related field, based on a two-year program that included supervised field placement providing social casework and counseling services to individuals and families; AND, two (2) years of experience responsible for independently performing complex and difficult social work assignments that must have consisted of performing protective services work in an agency comparable to the Health and Human Services Agency of the County of San Diego.

Desirable Qualification

Experience as a first line supervisor or a lead worker over employees responsible for performing protective services, social worker, or social services related functions.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous: sitting and upward and downward flexion of the neck. Frequent: standing, walking, bending and twisting of the waist and neck, and repetitive use of hands to operate computers, printers, copiers, telephones, cellular phones and other office equipment. Occasional: reaching above and below shoulders, and lifting and carrying of books, files, and notepads weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Licenses

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

The possession of a current license as a Clinical Social Worker (LCSW) or Marriage and Family Therapist (MFT) with the State of California will substitute for the education requirements.

Certification/Registration

None required.

Working Conditions

The primary work environment is an office setting, although incumbents may occasionally work in the field. Work involves occasional traveling to various locations including low income and high crime areas within the county. Work involves frequent exposure to computer screens. Incumbents may occasionally interact with clients who have histories of chronic mental illnesses and substance abuse as a dual diagnosis. Incumbents may occasionally interact with adults who are emotionally disturbed and potentially violent or hostile.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period:

Incumbents appointed to permanent positions in this classification shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: September 12, 2000**

**Reviewed: Spring 2003**

**Revised: June 1, 2004**

**Revised: March 31, 2006**